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SCHOOLS AND LIBRARIES DIVISION

Box 125 - Correspondence Unit  
100 South Jefferson Road  
Whippany, NJ 07981

DEPUTY DIRECTOR, CIO

BUFFALO & ERIE CO PUBLIC LIB  
SHIRLEY P. WHELAN  
1 LAFAYETTE SQ  
BUFFALO NY 14203-1823

*Cisco #2*  
*File An Appeal*

November 2, 1999

Re: Form 471 Application Number: 137691  
Funding Year: 07/01/1999 - 06/30/2000  
Billed Entity Number: 124851

Thank you for your 1999-2000 E-rate application and for any assistance you provided throughout our review. We have completed processing of your Form 471. This letter is to advise you of our decisions.

**FUNDING COMMITMENT REPORT**

From your Form 471, we reviewed row-by-row discount requests in Items 15 and 16. We assigned each row a Funding Request Number (FRN). On the pages following this letter, we have provided a Funding Commitment Report for each FRN in your application.

Attached to this letter you will find a guide that defines each line of the Funding Commitment Report and a complete list of FRNs from your application. The SLD is also sending this information to your service provider(s) so arrangements can be made to begin implementing your E-rate discount(s). We would encourage you to contact your service providers to let them know your plans regarding these services.

**FOR QUESTIONS**

If you have questions regarding our decisions on your E-rate application, please notify us in writing. Your questions should be sent to: Questions, Schools and Libraries Division, Universal Service Administrative Company, Box 125 - Correspondence Unit, 100 South Jefferson Road, Whippany, NJ 07981.

**FOR APPEALS**

If you wish to appeal to the SLD, your appeal must be made in writing and received by us within 30 days of issuance of this letter as indicated by its postmark. In your letter of appeal, please include: correct contact information for the appellant, information on the Funding Commitment Decision you are appealing and the specific Funding Request Number in question, and an original authorized signature. Appeals sent by fax, e-mail or phone call cannot be processed. Please mail your appeal to: Letter of Appeal, Schools and Libraries Division, Box 125 - Correspondence Unit, 100 South Jefferson Road, Whippany, NJ 07981. You may also call our Client Service Bureau at 888-203-8100. While we encourage you to resolve your appeal with the SLD first, you have the option of filing an appeal directly with the Federal Communications Commission (FCC): FCC, Office of the Secretary, 445 12th Street SW, Room TW-A 325, Washington, D.C. 20554.

**NEXT STEPS**

Once you have reviewed this letter and have determined that some or all of your requests have been funded, your next step is to complete and submit the enclosed FCC Form 486. This Form notifies the SLD that you are currently receiving or have begun receiving services approved for discounts and provides certified indication that your technology plan(s) has been approved. As you complete your Form 486, you should also contact your service provider to verify they have received notice from the SLD of your commitments. After the SLD processes your Form 486, we can begin processing invoices from your service provider(s) so they can be reimbursed for discounted services they have provided you. For further detailed information on next steps, please review all enclosures.

FUNDING COMMITMENT REPORT FOR APPLICATION NUMBER: 0000137691

Funding Request Number: 0000209858      Funding Status: Unfunded or Denied  
SPIN: 143007962      Service Provider Name: Ikon Office Solutions  
Provider Contract Number: PT00313  
Services Ordered: Internal Connections  
Earliest Possible Effective Date of Discount: 07/01/1999  
Contract Expiration Date: 07/31/2000  
Site Identifier: 15155  
Pre-discount Cost: \$507.50  
Discount Percentage Approved by the SLD: N/A  
Funding Commitment Decision: \$0.00 - Inel. svcs./ or product(s)  
Funding Commitment Decision Explanation: 30% or more of this FRN includes a request for Y2K & Cisco 2500 series routers which is an ineligible product(s)/service(s) based on program rules

Funding Request Number: 0000209860      Funding Status: Unfunded or Denied  
SPIN: 143007962      Service Provider Name: Ikon Office Solutions  
Provider Contract Number: PT00313  
Services Ordered: Internal Connections  
Earliest Possible Effective Date of Discount: 07/01/1999  
Contract Expiration Date: 07/31/2000  
Site Identifier: 124839  
Pre-discount Cost: \$507.50  
Discount Percentage Approved by the SLD: N/A  
Funding Commitment Decision: \$0.00 - Inel. svcs./ or product(s)  
Funding Commitment Decision Explanation: 30% or more of this FRN includes a request for Y2K & Cisco 2500 series routers which is an ineligible product(s)/service(s) based on program rules

Funding Request Number: 0000209864      Funding Status: Unfunded or Denied  
SPIN: 143007962      Service Provider Name: Ikon Office Solutions  
Provider Contract Number: PT00313  
Services Ordered: Internal Connections  
Earliest Possible Effective Date of Discount: 07/01/1999  
Contract Expiration Date: 07/31/2000  
Site Identifier: 15421  
Pre-discount Cost: \$507.50  
Discount Percentage Approved by the SLD: N/A  
Funding Commitment Decision: \$0.00 - Inel. svcs./ or product(s)  
Funding Commitment Decision Explanation: 30% or more of this FRN includes a request for Y2K & Cisco 2500 series routers which is an ineligible product(s)/service(s) based on program rules

Funding Request Number: 0000209960      Funding Status: Unfunded or Denied  
SPIN: 143007962      Service Provider Name: Ikon Office Solutions  
Provider Contract Number: PT00313  
Services Ordered: Internal Connections  
Earliest Possible Effective Date of Discount: 07/01/1999  
Contract Expiration Date: 07/31/2000  
Site Identifier: 163580  
Pre-discount Cost: \$507.50  
Discount Percentage Approved by the SLD: N/A  
Funding Commitment Decision: \$0.00 - Inel. svcs./ or product(s)  
Funding Commitment Decision Explanation: 30% or more of this FRN includes a request for Y2K & Cisco 2500 series routers which is an ineligible product(s)/service(s) based on program rules

Funding Request Number: 0000209962      Funding Status: Unfunded or Denied  
SPIN: 143007962      Service Provider Name: Ikon Office Solutions  
Provider Contract Number: PT00313  
Services Ordered: Internal Connections  
Earliest Possible Effective Date of Discount: 07/01/1999  
Contract Expiration Date: 07/31/2000  
Site Identifier: 15517  
Pre-discount Cost: \$507.50  
Discount Percentage Approved by the SLD: N/A  
Funding Commitment Decision: \$0.00 - Inel. svcs./ or product(s)  
Funding Commitment Decision Explanation: 30% or more of this FRN includes a request for Y2K & Cisco 2500 series routers which is an ineligible product(s)/service(s) based on program rules

FUNDING COMMITMENT REPORT FOR APPLICATION NUMBER: 0000137691

Funding Request Number: 0000209976      Funding Status: Unfunded or Denied  
SPIN: 143007962      Service Provider Name: Ikon Office Solutions  
Provider Contract Number: PT00313  
Services Ordered: Internal Connections  
Earliest Possible Effective Date of Discount: 07/01/1999  
Contract Expiration Date: 07/31/2000  
Site Identifier: 15325  
Pre-discount Cost: \$507.50  
Discount Percentage Approved by the SLD: N/A  
Funding Commitment Decision: \$0.00 - Inel. svcs./ or product(s)  
Funding Commitment Decision Explanation: 30% or more of this FRN includes a request  
for Y2K & Cisco 2500 series routers which is an ineligible product(s)/service(s)  
based on program rules

Funding Request Number: 0000209980      Funding Status: Unfunded or Denied  
SPIN: 143007962      Service Provider Name: Ikon Office Solutions  
Provider Contract Number: PT00313  
Services Ordered: Internal Connections  
Earliest Possible Effective Date of Discount: 07/01/1999  
Contract Expiration Date: 07/31/2000  
Site Identifier: 124855  
Pre-discount Cost: \$507.50  
Discount Percentage Approved by the SLD: N/A  
Funding Commitment Decision: \$0.00 - Inel. svcs./ or product(s)  
Funding Commitment Decision Explanation: 30% or more of this FRN includes a request  
for Y2K & Cisco 2500 series routers which is an ineligible product(s)/service(s)  
based on program rules

Maintenance & Installation	Installation Labor & Maintenance Agreement (contract) fees	Yes	459,451
			452,460
	Includes the charges incurred for the installation and contractual maintenance of eligible telecommunications services and internal connections. No personnel costs incurred by schools and libraries will be eligible for discounts.		
	Maintenance performed on a Time and Material basis	Yes	459,451
			452,460
	Includes the charges incurred with maintenance performed on eligible telecommunications services and internal connections.		



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[SLD Home](#)[Site Map](#)[Search Site](#)[Contact SLD](#)*Reference Area* - Schools and Libraries Division[What's New?](#)[How to Apply](#)[Step-by-Step](#)[Apply Online](#)[via Home Page](#)[Reference Area](#)[Vendor Area](#)[Funding Data](#)[SLD Forms](#)**Eligible Services List<sup>1,2</sup>**

The Eligible Services List provides guidance on the eligibility of products and services for which you may be seeking E-rate discounts. This list is organized alphabetically by service type, and incorporates the updates from March 16, 1999.

- [Telecommunications Services](#)
- [Internal Connections](#)
- [Internet Access](#)
- [Miscellaneous](#)

**PREVIOUS PAGE**

**Telecommunications Services:** The primary purpose of the services for which support is sought must be the delivery of services to the classrooms or other places of instruction at schools and libraries that meet the statutory definition of an eligible institution. Support for the administrative functions of library or education programs is permitted so long as the services are part of the network of shared services for learning. Support will be limited to services delivered to the onsite educational facility or facilities.

The Paragraph Cite column represents the paragraph from FCC 97-157, FCC 97-420, Appendix or the FCC Public Notice "Updated Frequently Asked Questions on Universal Service and the Snowe-Rockefeller-Exon-Kerrey Amendment" that is most closely associated with the particular service. The information in the column is not intended to be all inclusive and other references should be considered.<sup>3</sup>

SERVICE	ELEMENT/ DESCRIPTION	ELIGIBLE YES/NO	PARAGRAPH CITE
Asynchronous Transfer Mode (ATM)	ATM is a high bandwidth switching technology that can handle all types of traffic such as voice, video, data, images, high quality audio and multimedia. It uses small, fixed size cells and is asynchronous because cells are transmitted through a network on an "as needed" basis and not merely transmitted during specific time intervals. It can be used for both WAN and LAN applications and provides a seamless interworking between the two. ATM is a technology designed to combine the benefits of switching technology with those of packet switching.	Yes	431
Basic Telephone Service	The basic telephone service provided by the telephone company. Basic telephone service includes both "Plain Old Telephone Service" and long distance telephone service. See POTS for complete description.	Yes	431 FCC Q & A. Public Notice July 2, 1997 Q. 6

Cable TV Access	Only if the service is provided as a commercially available telecommunications service, or part of Internet access, or an internal connection that is necessary to transport information to individual classrooms. Under the cite, cable providers are not normally considered providers of interstate telecommunications.	Conditional	' 54.703 Appendix I  Final Rules 459
Cellular Service	Technology that uses radio transmissions to access other telephone-company networks. Service is provided in a particular area by a low-power transmitter. Cellular service is eligible, but the cost of telephones, or associated maintenance on the equipment is not.	Yes	748 FCC Q&A  Public Notice  July 2, '97
CENTREX	A private communications system which consists of a wide variety of features provided by central office software and extended to the customer's premises via local distribution facilities.	Yes	431
Coin Telephone Service  (Payphone)	Telephone service provided in a public, or semi-public place and which requires the use of coins, credit card, pre-pay card or other means of payment for the telephone call, at the time of placing the call(s). Formally called coin telephones, payphone service allows the caller to pay for the call in number of ways, including prepaid, collect and third party billed. Both the payphone service and the cost of the actual payphones are ineligible for discount.	No	453  459  460
Digital Data Service	Sub-T-1 Facilities - Provides a 4 wire synchronous circuit at rates of 2.4, 4.8, 9.6, 56, 64 Kbps. It may be provided either hubbed or non-hubbed.	Yes	431
	Video CODEC (see Video Conference Section)	No	460
Direct Broadcast Satellite	Direct Broadcast Satellite (DBS) is a digital system that uses satellite to transmit TV programs to its subscribers. The transmitted signals are received using individual roof top antennas. Program reception of the subscriber is limited to those channels broadcast by a specific provider.	No	431
Directory Listing	Additional - Unlisted - Non-Published  A telephone company directory contains an alphabetical listing, by name, of all telephone subscribers except those requesting unlisted or non-published service. Typically, the initial directory listing is provided free of charge to the subscriber. Additional listings are those in addition to the initial telephone listing. Unlisted numbers and those that are non-published incur additional recurring charges. Fees for an additional directory listing, an unlisted number and an unpublished number are not eligible for discount.	No	437



Direct Inward Dialing	Direct Inward Dialing (DID) service; which allows outside calls to be directed to a Private Branch Exchange station line without the use of an operator, is eligible for discount.	Yes	460
Distance Learning	A service that utilizes video and audio technologies allowing students who are remotely located from other students, or the lecturer to participate interactively with the class, and is eligible if provided as a telecommunications service.	Conditional	437
	Monitors	No	460
	Video Cameras	No	460
	Video CODEC (see Video Conference Section)	No	460
Fractionalized T-1	Provides a data rate between 56Kbps (DS-0) and 1.544 Mbps. It is typically used for LAN interconnection, video conferencing, high-speed mainframe connection and computer imaging. It is typically provided on four-wire copper circuits.	Yes	437
Frame Relay Service	A form of packet switching utilizing smaller packets and requiring less error checking than more traditional forms of packet switching. A frame-based technology for the transfer of protocol-oriented data, frame relay is characterized by connection-oriented services up to 50 Mbps.	Yes	437
	UNI Link - Port, Channel Termination and Mileage	Yes	437
	These services provide the physical electrical and functional demarcation point between the user and the telecommunications carriers, public switched network facilities and are eligible for discounts.		
	NNI Link - Port, DS1CT Connection, Permanent Virtual Connection (PVC)	Yes	437
	A permanent association between two DTE's(Data Terminal Equipment) established by configuration. PVC uses a fixed logical channel to maintain a permanent association between the DTE's. PVCs are widely used in X.25 networks and are the basis on which communications take place in a Frame Relay Network.		
High Capacity Service	Digital transmission links with capacities of 1.544 Mbps to 274.176 Mbps. As an example: T-1s use two pairs of normal twisted wires and provide 24 voice channels, each one digitized at 64 Kbps. It is typically used to connect networks across remote distances.	Yes	437
	This service typically provides a toll	Yes	444

Homework Hotline Service	<p>free telephone number for students to contact the school regarding questions on homework. The service is eligible as a telecommunications service.</p> <p>If the service is provided as a voice mail service, the voice mail service is ineligible. Additionally, only that portion of the service located at the school/classroom eligible. Elements of the service located at, or originating from the student location are ineligible.</p> <p>See Footnote 4 and SLC Board Position Statement on page 1.</p>		
ISDN	<p>Integrated Services Digital Network (ISDN) is a system that provides simultaneous voice and high-speed data transmission through a single channel to the user's premises. There are two basic offerings that are standard ISDN service.</p> <p>(1) the Basic Rate (BRI), is 2B+D which provides for two 64 Kbps channels to carry voice or data plus a 16 Kbps signaling channel and</p> <p>(2) the Primary Rate (PRI), is 23B+D which provides twenty three 23 64 Kbps channels and a one 64 Kbps signaling channel. The "B" channels are used to carry the data information that is to be transmitted, while the "D" channel carries addressing and other call related information. As a commercially available telecommunication service, ISDN is eligible for discount.</p>	Yes	437
Interactive TV (Television)	<p>Interactive TV (ITV) provides a means for a viewer to interact with the television set in ways other than controlling the channel and the volume and handling videotapes. Illustrations of the type of interactive TV uses that may be selected are: choosing a video film for viewing from a central bank of films, playing an interactive game with other users of Interactive TV, voting, sending or receiving medical information; or providing other immediate feedback through the television connection, banking from home, and shopping from home.</p> <p>In an education setting such as in a school, ITV provides a means for teachers and students who are remotely located in different places to conduct a class and to interact with each other. ITV requires special "set-top box" to be added to the existing television set. ITV can be provided through a cable modem which extends the TV cable bandwidth to the television set, or via a personal</p>	Conditional	437

	computer  Only the facilities, or communications paths used for Interactive TV and inside cabling, or wiring, are eligible for discounts. Set top boxes, cable modems, televisions and other equipment are not eligible for discounts.		
LAN Interconnect Service	LAN Interconnect Service, which connects various locations of a wide area network—typically through leased private line services—through facilities leased from a telecommunications common carrier, is eligible for discounts. If the service is not leased from a telecommunications common carrier, the service is not eligible for discounts.	Conditional	437
Message Rate Service	Message Rate Service is one method for billing local telephone calls based on the number of units used during a billing period.	Yes	437
Paging Service	Paging is a service designed to deliver a message to a person whose exact location is unknown. The service employs selective radio signals that activate a paging receiver carried by the intended recipient to deliver a text, or voice message.	Yes	FCC Q&A Public Notice July 2,'97
Payphone Service	See Coin Telephone Service for description of service.	No	437
Personal Communications Services	Personal Communications Services (PCS) is an advanced wireless network architecture that uses radio transmissions to access other telephone-company networks. PCS are eligible for discount. The cost of telephones and associated maintenance on telephones is not eligible for discounts.	Yes	FCC Q&A Public Notice July 2,'97
POTS	Plain Old Telephone Service (basic local telephone service)  Single Party Service  Dual Tone Multi frequency (DTMF) signaling or equivalent  Voice grade access to the public switched network  Access to 911, or Enhanced 911  Access to operator services, interexchange service, directory assistance	Yes	FCC Q & A. Public Notice July 2,'97 Q. 6
Programmed Audio Service	A channel for the transmission of complex signal voltage that is typically used for radio broadcasting, noncommercial educational audio and wired music.	Yes	437
Radio Loop	Radio Loop, is provided by a local	Yes	437

	exchange telecommunications carrier and is called Basic Exchange Telecommunications Radio Service (BETRS). BETRS is used by local telephone companies to provide dial tone to subscribers in certain circumstances, such as when it is either not technically possible, or cost effective, to provide the service by conventional means. When used as a means of providing an otherwise eligible telecommunication service it is eligible for discounts. BETRS should not be confused with Wireless Wide Area Networks, which are purchased, or built by a school or library.		
Satellite Services	When provided by a telecommunications provider, or to access the Internet. Use of satellite services to participate in academic symposiums or lectures and for access to the Internet at local calling rates is eligible.	Yes	562 624 748
Shared POTS	Same as POTS, except the service is shared between two entities. As an example, a telephone line may be shared between a parochial school and the church administrative offices. Only that portion of the service relating to the school would be eligible.	Conditional	437
SMDS	Switched Multi-Megabit Data Service (SMDS) is a high speed, packet switched data service that is independently-addressed and switched without prior establishment of a network connection or virtual call. SMDS is a switched service using cell-relay technology with the capability of offering transport capacity for data and images at speeds up to 45 megabits per second (Mbps), with potential extensions to 155 Mbps.	Yes	437
Sub-voice Grade Facilities	Such as telegraph channel service.	Yes	437
Sub-voice Grade Facilities	Such as telegraph channel service.	Yes	437
Toll Charges	IntraState, InterState, International	Yes	431
Video Service	A channel with one-way transmission capability for standard 525 line/60 field monochrome, or National Television Systems Committee color, video signal and one or two associated 5 or 15 kHz audio signals.  Video Service is considered an eligible service, so long as the service is provided as a commercially available telecommunications service.	Yes	431

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**Internal Connections:** Internal connections are a component of the institution's internal connections only if that piece of equipment is necessary to transport information all the way to the individual classroom. They are connections between

or among multiple instructional buildings that comprise a single school campus or multiple non-administrative buildings that comprise a single library branch, but do not include connections that extend beyond that single school campus or library branch.

(Paragraphs 451, 452, 455, 458, and 460 & Fourth Order on Reconsideration Paragraph 210)

SERVICE	ELEMENT/DESCRIPTION	ELIGIBLE YES/NO	PARAGRAPH CITE
Antenna	A device for transmitting, receiving or both transmitting and receiving signals. Antennas should not be confused with a radio tower, which is not eligible.  Antennas as part of a Wireless Local Area Networks (LANs) are an eligible Internal Connection. Antennas used for Wireless Wide Area Networks (WANs) are eligible only if leased and used as part of cost effective access to the Internet. Antennas used for the transmission of voice and data over Wireless WANs are not eligible, nor are those that are purchased.	Conditional	459
			460
Asbestos Removal	The cost incurred in the removal of asbestos is not eligible for discount.	No	460
Broadband Amplifier	A device utilized to amplify UHF, VHF or FM radio signals greater than 3 kHz. If used in the transmission of voice and data signals in conjunction with eligible internal connections, the Broadband Amplifier is eligible for discounts. If used in conjunction with ineligible Internal Connections, such as video equipment, it is not eligible for discounts.	Conditional	459
			460
Cable Boxes	The cable box is the name used by some vendors and service providers for a cable modem. They are modems designed for use on a TV coaxial cable circuit. Cable modems can connect to the computer with the standard 10Base-T Ethernet connection, operating at speeds up to 10 Mbps. Cable modems differ from conventional dial-up modems in that they provide greater bandwidth. As with other modems, cable modems are not eligible for discount.  If the cable box is part of a coax television system, it is an attachment to the end of the cable and used as a modem, such as for selecting cable channels and would be ineligible for discounts.  If the cable box is not used as a cable modem and houses cable such as in Cat-5 cable, the box is considered part of inside wiring, and is eligible for discounts.	Conditional	459
			460
Call	Call Accounting Systems provide	No	460

Accounting Systems	comprehensive call costing by translating call record detail output based upon a user profile. Call Accounting Systems can be used to provide details on the actual usage of the system for assessing the effectiveness of telephone services or to itemize calls to specific groups, departments or individuals for cost allocation and individual billing purposes. Call accounting systems are not necessary to transport telecommunications or Internet access to the classroom or publicly accessible rooms of a library, and are not eligible for discount.		
Call Sequencer	A Call Sequencer, also called Automatic Call Sequencer, is a device or adjunct piece of equipment, used with a PBX or Key system. The call sequencer distributes incoming telephone calls among a select number of stations or telephones. It may also be used to answer incoming telephone calls and provide prerecorded announcements to the caller. Some call sequencers are also designed to generate statistical reports on number of calls and how those calls were handled. Call sequencers are not necessary to transport telecommunications or Internet access to the classroom or publicly accessible rooms of a library, and are not eligible for discount.	No	460
Cartridge Magnetic Tape	Cartridge Magnetic Tape, which holds a magnetic tape of some type and is a storage device, is not eligible for discounts.	No	460
Shared POTS	Same as POTS, except the service is shared between two entities. As an example, a telephone line may be shared between a parochial school and the church administrative offices. Only that portion of the service relating to the school would be eligible.	Conditional	437
Channel Service Unit (CSU)  Data Service Unit (DSU)	A device to terminate a digital channel at a customer premises. It performs certain line coding, line conditioning and equalization functions, and responds to loop back commands sent from the telephone company central office. A CSU sits between the digital line entering the customer premises from the central office and devices such as channel banks or data communications devices.	Yes	460
CODEC	The coder/decoder, also known as CODEC, is a device comprising an encoder and decoder in the same equipment. The CODEC produces a coded output and compresses and decompresses audio and video signals.	No	460
Conduit	Conduit as a means for housing	Conditional	459



	<p>internal connections to operate a local area network is eligible for discounts. This means that the physical casing (known as conduit), and its installation and maintenance, is eligible for discounts, provided that the conduit is used to house facilities that meet the definition of internal connections.</p> <p>Conduit located inside an eligible entity's building (school or library) as well as conduit between eligible buildings located on a single campus (not crossing a public right of way) is eligible for discounts.</p>		
Connector	A device that electrically connects wires or fibers in cable to equipment, or other wires or fibers. A connector at the end of a telephone cable or wire is used to join that cable to another cable with a matching connector or to some other telecommunications device.	Yes	459 460
Console, PBX/Centrex	The operation of a PBX requires the use of a switchboard or console for the transfer of incoming calls to the appropriate extension when systems are not equipped with Direct Inward Dialing. Centrex systems also use a switchboard, or console, for this operation although they are not always required since Centrex provides direct inward dialing capability to the station user.	Yes	459 458
Console with DSS	The operation of a PBX requires the use of a switchboard or console for the transfer of incoming calls to the appropriate extension when systems are not equipped with Direct Inward Dialing. Centrex systems also use a switchboard, or console, for this operation although they are not always required since Centrex provides direct inward dialing capability to the station user.	Yes	459 458
Coupler	The coupler is the device installed by cable companies that allows users to connect more than one television set to the cable feed entering the premises. If the coupler is part of the installation of coax cable, then the coupler is eligible for discounts. If a part of installation of cable television service, the coupler is not eligible for discounts.	Conditional	459 458
Data Equipment, Miscellaneous	Including, but not limited To: Channel Banks, Digital Cross Connects and Network Servers (Including Necessary Operational Software),(see Personal Computer)	Yes	458 460
Disaster Recovery	Disaster Recovery, which describes the means of restoring service to a computer network that has suffered a disaster, is not eligible for discounts. Such costs may include the rental of a site that houses links and equipment that is modeled after the network.	No	437
	Electronic Library, which is a	No	458

Electronic Library	searchable version of the reference and periodical sections of a library, is not eligible for discounts. An On-Line Public Access Catalog System is not eligible for discounts.		459
Electrical System Upgrades		No	FCC Q&A Public Notice July 2, 1997
Enhanced Multimedia Interface (EMMI)	The EMMI is an interface that gives PC and workstation users on ATM networks the ability to send and receive full-motion, high quality video, CD-quality stereo and high speed data. Signals are transformed into ATM cells and transported optically, using the Synchronous Optical Network (SONET) standard.	No	458 459
FAX Machine	Short for facsimile, it is a device in which the image of a document is transferred over the Public Switched Telephone Network and printed out elsewhere. A device used to transmit and receive electronic messages through a phone line connection.	No	460
File Transfer Protocol	File Transfer Protocol, which is used to connect file servers on a LAN, is eligible for discounts.	Yes	460
Head-End Equipment	Head-End Equipment-CAT/Video, which is the originating point of signal in cable TV systems, is not eligible for discounts.	No	460
Homework Hotline Equipment	Equipment used to provide Homework Hotline, including text to voice translation modules, recording devices, automatic dialers, automatic call directors and others are not eligible for discount. See Telecommunications Services.	No	459 460
Intercom System	Intercom System, which is a stand-alone system and not integral as a bundled component of a PBX, Centrex or key system, is not eligible for discounts.	No	460
Key System KSU	Key System, also known as Com Key System, is a type of phone system that permits more than one telephone line, PBX extension, private line or intercom line to appear on a single telephone, and is conditionally eligible. Only the costs associated with the common control unit and not any costs associate with telephone sets are eligible for discounts.	Conditional	458 459 460
Lightning Arrester	Lightning Arrester, which protects computer equipment from lightning and static, is not eligible for discounts.	No	459 460
Maintenance & Installation	Installation Labor & Maintenance Agreement (contract) fees  Includes the charges incurred for the installation and contractual maintenance of eligible telecommunications services and internal connections. No personnel costs incurred by schools and libraries will be eligible for discounts. Maintenance performed on a Time and	Yes	459, 451 452, 460 459, 451

	Material basis		452, 460
	Includes the charges incurred with maintenance performed on eligible telecommunications services and internal connections.		
Modem	Modems are devices which convert data signals into suitable form for transmission over a communications medium and recovers data from the received communications link. Voiceband modems are a special class of modems which convert data signals into tones within the bandwidth allocated for voice. Digital radio signals use another class of modems to modify a radio frequency carrier to convey a digital information stream. Included in this category are all modems.	No	460
Modem Card	Modem cards are modems in card form that fit into a slot in the computer. Modem cards used for dial up capability are equipped with tip/ring or transmit and receive modules which when connected to a phone line translate the lines analog signal to a digital signal so it can communicate with the computer.	No	460
Modem Eliminator	Modem Eliminator, which is a wiring devise used in place of a modem to interconnect cables and devises typically connected by a modem, at distances up to several hundred feet, is not eligible for discounts.	No	460
Multiplexing	A multiplexer is electronic equipment that allows two or more signals to pass over one communications, or bearer circuit. The "circuit" may be a telephone line, dedicated line, microwave circuit, or a through-the-air TV signal. It provides an economic means for the service provider and customer to transport multiple circuits by combining, as an example, up to 24 voice grade circuits on a single bearer circuit.  If provided as part of internal connections for a local area network it is eligible. If provided as part of a wide area network, it must meet the rules governing WANs.	Conditional	437 444
Network Interface Card (NIC)	An electronic circuit connecting a workstation or server to a network. Usually a card that fits into one of the expansion slots inside a computer. It works with the network software and computer operating system to transmit and receive messages on the network. NICs are eligible if part of an eligible product, or service.	Conditional	459 460
Network	A system of equipment or software	No	459

Management Systems	used in monitoring, controlling and managing a data communications network. The system may contain elements such as software, CRT displays and printers, circuitry for diagnostics and reconfiguration of channels, generally housed in an operator console.		460
Personal Computer	Personal Computers, or Workstations, are computers designated, or designed for one persons use. They are distinguished from computers used in the routing of information to individual classrooms.	No	460
Power Conditioner	Power Conditioners, which features both undervoltage and overvoltage regulation and filters undesired noise, is not eligible for discounts.	No	459 460
Printer	A devise, that most commonly accepts computer information and prints it on paper. Printers are not eligible for discount,, except those that are provided with a Private Branch Exchange (PBX) for purposes of producing reports directly associated with the operation of the PBX.	Conditional	460
Private Branch Exchange (PBX)  (wired & wireless)	A switching system, either manual or dial, usually serving an organization such as a business company or a government agency and usually located on the customer's location. The PBX provides internal station to station dialing and optional access to the public switched network.	Yes	458 460
Raceway	Raceway, which is a metal or plastic channel used for holding electrical or telephone wire is conditionally eligible for discounts. Raceway located inside an eligible entity's building (school or library) as well as raceway between eligible buildings located on a single campus (not crossing a public right of way) is eligible for discounts. Raceway used for electrical wiring or for Wide Area Network is not eligible for discount.	Conditional	459 460
Routers	Routers are switching devises that can act as an interface between two networks and connect different segments such as departments, or floors in a building. Functionally, routers select the routing path for traffic, may provide network management capabilities, such as load balancing and provide trouble shooting diagnostic capabilities.	Yes	460
Satellite Dishes	Satellite Dishes are eligible only if provided as part of Telecommunications Services, or if leased as a component of a Wireless Wide Area Network used to access the Internet.	Conditional	437
Servers	A computer or device on a network		

	that manages network resources. For example, a file server is a computer and storage device dedicated to storing files. Any user on the network can store files on the server.		
	CD Rom Server		
	Domain Name Server	No	461
	"E" Mail Server	Yes	460
	File Server	Yes	460
		Yes	460
Software	Software is only eligible if provided as a component of an eligible Internal Connection. Software for workstations is not eligible for discount.	Conditional	
	Operational Software – software required for server operations.	Yes	460
	Application Software – software such as word processor, spreadsheet, graphics programs, etc.	No	460
	Browser <sup>4</sup>	No	445
	"E" Mail	Yes	444
	Fire Wall <sup>5</sup>	No	460, 444
	Network Administration Software	No	460
	Network Management Software	No	460
	Web Site Construction Software	No	No
Surge Protector	A device that sits between the customer provided equipment and the commercial AC power outlet. It is designed to protect the equipment from high voltage spikes, or surges, which might damage the equipment.	No	460
Switchboard	The operation of a PBX requires the use of a switchboard or console for the transfer of incoming calls to the appropriate extension when systems are not equipped with Direct Inward Dialing. Centrex systems also use a switchboard, or console, for this operation although they are not always required since Centrex provides direct inward dialing capability to the station user.	Yes	458 460
System Improvements and Upgrades	Improvements/upgrades to eligible services are eligible for discounts. Memory upgrades, for example, to computers that act as routers, switches or hubs to transmit information to or from classrooms or libraries are eligible.	Yes	460 497 572
Uninterrupted	A Device providing a steady source of	Yes	459

Power Supply (UPS)	electric energy to a piece of equipment. A steady offline UPS normally has the load connected to the AC power supply. When main power fails, it transfers the load without any user intervention. UPS are typically used to provide continuous power in case you lose commercial power. It is a back up device.		460
Video Equipment	Video Equipment is ineligible for discount	No	460
	Enhanced Multimedia Interface (EMMI)	No	460
	The EMMI is an interface that gives PC and workstation users on ATM networks the ability to send and receive full-motion, high quality video, CD-quality stereo and high speed data. Signals are transformed into ATM cells and transported optically, using the Synchronous Optical Network (SONET) standard.		
	Media Retrieval Equipment	No	460
	Media retrieval equipment is used to capture and record video signal. The system includes a computer, controller for record and playback function and imaging and system control software.		
	The system acquires, digitizes and records video on disk for future use and viewing. The storage device is generally a computer hard drive.		
	Room Design Consulting & System Integration	No	460
	Consulting fees are not eligible for discount. Normally, these charges would be incorporated into the cost of the service which would be eligible.		
	Television	No	460
			461
Video CODEC	Video Camera	No	460
			461
	Video CODEC	No	460
	CODEC modem that converts video signals from their analog form to digital signals.		
		No	460
	Video Group & Desktop Equipment		
Voice Mail Service	Equipment used to control the programming, distribution, and selection of video conferencing or televisions broadcast.		
	Video Recorders	No	460
			461
	Voice Mail is a service which allows the user to receive, edit and forward messages to one or more voice mailboxes.	No	444



Wireless PBX Adjunct	An adjunct that functions in conjunction with a Private Branch Exchange, to provide wireless capability to the station end.	Yes	458
			460
Wiring, Internal	Including, but not limited to: cable (copper/fiber/coax), bays, jacks, blocks, panels, and terminals. Included in this category is all wiring and cable necessary to transport information all the way to individual classrooms. Wiring may also include Category 5 type of wiring.	Yes	458
			459
			460

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#### Internet Access:

SERVICE	ELEMENT/ DESCRIPTION	ELIGIBLE	PARAGRAPH
		YES/NO	CITE
Unbundled Access	Unbundled access to the Internet means the eligible services being provided are available individually and are not a part of a package of services.	Yes	445
Bundled Access	Unbundled access means the service is being provided as a package of services, which may contain components that are not eligible, or contain content. Unbundled access to the Internet is eligible only when there is minimal content and it is the most cost effective means of securing non-content access to the Internet than other non-content alternatives.	Conditional	445
E-Mail Service	E-Mail Service, which provides for the transmission of simple text messages and other embedded data, is eligible for discount.	Yes	444
Internet Content	A service separate from an Internet access where a user can obtain information on a wide variety of topics. Subscription to these services typically require additional charges to the user. Examples include electronic libraries, and on line news services.	No	444
Internet Training	Internet training provided for personnel is ineligible.	No	FCC Q&A Public Notice July 2, 1997

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#### Miscellaneous:

SERVICE	ELEMENT/ DESCRIPTION	ELIGIBLE	PARAGRAPH
		YES/NO	CITE
Consulting Services	The cost associated with services provided by consultants retained to assist schools and libraries.	No	459
Direct	Direct Broadcast Satellite (DBS) is a	No	460

Broadcast Satellite (DBS)	digital system that uses satellite to transmit TV programs to its subscribers. The transmitted signals are received using individual roof top antennas. Program reception of the subscriber is limited to those channels broadcast by a specific provider.		431
Labor Charges	See Maintenance and Installation.	Conditional	459
Personnel Costs	Personnel costs for various eligible services incurred by an eligible entity are ineligible for discounts.	No	460
Satellite Dishes	Satellite dishes are eligible as Internal Connections only if they are leased as part of telecommunications services, or leased as part of a Wireless Wide Area Network used to transmit access to the Internet. They are not an eligible component of Internal Connections if used as part of a Wide Area Network used for the transmission voice and data, or if purchased.	Conditional	437 562 624 748
Teacher Training	Costs associated with teacher training is not eligible.	No	FCC Q&A Public Notice July 2, 1997
Wide Area Network (WAN)	A WAN is a data communications network typically extending a LAN outside a building, over links to other LANs in remote buildings in other cities. Typically, the links are lines provided by common carriers such as the local telephone company or long distance carrier.  The cost of purchasing, or building WANs to provide telecommunications services is not eligible for support. However, schools and libraries are not precluded from receiving support for a wide area network run over leased telephone lines because such an arrangement constitutes a telecommunications service, or for WANs used for accessing the Internet if leased from a telecommunications service provider, or non-common carrier.	Conditional	458  Fourth Recon. Order  193  210

Top

1. Eligible schools and libraries should receive discounts of between 20 and 90 percent on all telecommunications services, Internet access and internal connections provided by telecommunications carriers.

2. Eligible schools and libraries will be permitted to apply their relevant discounts to information services provided by entities that consist of:

- (i) the transmission of information as a common carrier;
- (ii) the transmission of information as part of a gateway to an information service, where that transmission does not involve the generation or alteration of the content of information but may include data transmission, address translation, protocol conversion, billing management, introductory information content, and navigational systems that enable users to access information services that do not affect the presentation of such information services to users; and
- (iii) electronic mail services [e-mail].

3. Formal position statement adopted by the Schools and Libraries Corporation Board of Directors on November 20, 1997.
4. Browsers are provided by Internet Providers. Software additional to that provided in a Bundled Access to the Internet are not subject to discount. (Paragraph 445)
5. A method of protecting one network from another untrusted network. The actual mechanism whereby this is accomplished varies widely, but in principle, the firewall can be thought of as a pair of mechanisms: one which blocks traffic and another which permits it. Firewalls are eligible if provided as a component of the file server.

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**PREVIOUS PAGE**

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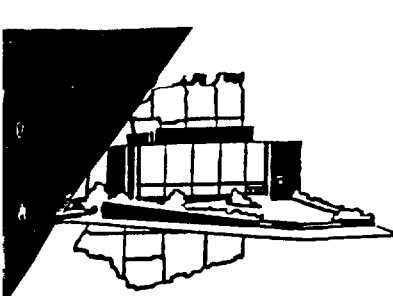
Questions about the SLD Program? Call our Client Service Bureau at (888) 203-8100.

Please direct site questions and comments to: [comments@universalservice.org](mailto:comments@universalservice.org)

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D



# BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

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Sent Via Federal Express

Letter of Appeal  
Schools and Libraries Division  
Box 125-Correspondence Unit  
100 South Jefferson Road  
Whippany, NJ 07981

November 18, 1999

RE: Funding Commitment Letter for Form 471 #0000137691  
Applicant Name: Buffalo & Erie County Public Library  
Billed Entity Number 124851, Funding Year 07/01/1999 -  
06/30/2000  
FRN: 17 FRN's being appealed, see attached sheet for listing  
(All Dated 11/02/1999, Postmarked 11/09/1999)

To Whom It May Concern:

## OVERVIEW

I am appealing the funding decision for this Form 471.

### Eligible Products Denied Incorrectly

I believe all of our funding requests were denied in error. Each of the 17 denials lists "30% or more of this FRN includes a request for Y2K & Cisco 2500 series routers which is an ineligible product(s)/service(s) based on program rules." This is incorrect!

The Form 471, submitted by the Buffalo & Erie County Public Library, was an application for the appropriate discounts for the purchase of flash memory upgrades for the Cisco routers now in place at 16 town and branch library locations. Use of this upgrade will enhance performance. This improvement is especially important as high-speed workstations are added at each facility for improved patron access to the Internet. The 471 also applied for purchasing router software maintenance for routers installed at 17 town and branch locations (the sixteen also receiving the flash memory upgrades plus one other library).



The Schools and Libraries Eligibility List (CC-Docket No. 96-45) clearly identifies the router upgrade as an eligible service. Routers are listed in the *Internal Connections* section and router memory upgrades are used as an example in the same section under "System Improvements and Upgrades."

The Schools and Libraries Eligibility List (CC-Docket No. 96-45), also supports the router software maintenance request under two sections. First the section under Internal Connections, "Software" states "Software is only eligible if provided as a component of an eligible Internal Connection." Router software is purely part of the router's basic operations, it is *NOT* application software. Second, the section under Internal Connections, "Maintenance and Installation" states "Includes the charges incurred for the installation and contractual maintenance of eligible telecommunications services and internal connections." Since the router operating software is an eligible product or service, the maintenance of that software should also be eligible.

Use of the flash memory upgrade will also allow the Library to upgrade the router operating system to make it compliant with Y2K (Year 2000) standards. *This influenced only the timing of the upgrade* **THE PERFORMANCE BASED NEED FOR THE FLASH MEMORY UPGRADE IS THE DRIVING FACTOR, IRRESPECTIVE OF THE Y2K ISSUE.**

One Cisco 2501 router is located in each of the 17 library buildings as part of their internal data connections. Each library is connected, via Bell Atlantic frame relay circuits, to the Internet through the Central Library.

We therefore request the \$8,367.50 in eligible product pre-discount cost amount for these seventeen libraries be restored as an eligible product (reverse the denial) and funding be approved in the estimated discount amount of \$5,138.52.

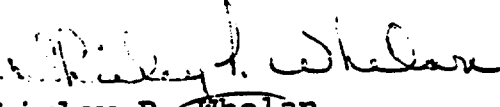
Cover Memo - B&ECPL Appeal 471 Application #0000137691  
Buffalo and Erie County Public Library (716) 858-6544 Fax  
Email: [whelans@buffalolib.org](mailto:whelans@buffalolib.org) (716) 858-8942 voice

Page 3 of 3

Please call me if you have questions. The voice and return fax numbers are listed above. My Email address is:  
[whelans@buffalolib.org](mailto:whelans@buffalolib.org)

Your assistance and cooperation in promptly processing this appeal is very much appreciated.

Sincerely,

  
Shirley P. Whelan  
Deputy Director, CIO

Attachment: Listing of Appealed Funding Request Numbers and Amounts

# Buffalo Erie County Public Library

## Form 471 Application # 0000137691

### Listing of Appealed Funding Request Numbers and Amounts

**CISCO #2 2501 Router Flash Memory Upgrades and Router Software Maintenance:**

**Vendor - Icon Office Solutions SPIN # 143007962**

**Sorted by Funding Request Number (FRN)**


Disc Rate	Pre Disc Cost (100% Eligible)	Estimated Discount	Site Identifier Number and Site Name		FRN
			<u>Listed in FRN</u>		
40%	\$507.50	\$203.00	15538	Audubon Br (Amherst Public Library)	0000209823
40%	\$247.50	\$99.00	15449	Clearfield Br (Amherst Public Library)	0000209825
40%	\$507.50	\$203.00	124830	Orchard Park Public Library	0000209829
41%	\$507.50	\$208.08	173155	East Aurora Br (Aurora Town Pub Lib)	0000209833
41%	\$507.50	\$208.08	124799	Grand Island Mem. Library	0000209854
42%	\$507.50	\$213.15	15155	Hamburg Library	0000209858
46%	\$507.50	\$233.45	124839	Concord Public Library	0000209860
48%	\$507.50	\$243.60	15421	Kenmore Br (Twn of Tonawanda Pub Lib)	0000209864
50%	\$507.50	\$253.75	163580	JBR Br (Cheektowaga Public Library)	0000209960
50%	\$507.50	\$253.75	15517	Reinstein Br (Cheektowaga Public Library)	0000209962
85%	\$507.50	\$431.38	15347	Cazenovia Br (City of Buffalo)	0000209963
85%	\$507.50	\$431.38	15471	Crane Br (City of Buffalo)	0000209965
85%	\$507.50	\$431.38	15366	Fronczak Br (City of Buffalo)	0000209968
85%	\$507.50	\$431.38	15394	Kensington Br (City of Buffalo)	0000209971
85%	\$507.50	\$431.38	15311	Martin Luther King Br (City of Buffalo)	0000209974
85%	\$507.50	\$431.38	15325	Riverside Branch (City of Buffalo)	0000209976
85%	\$507.50	\$431.38	124855	Lackawanna Public Library	0000209980
	<b>\$8,367.50</b>	<b>\$5,138.52</b>	<b>Total Cisco #2</b>		

United States 

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- Delivered To : Ship'g/Receiv'g
- Delivery Location : WHIPPANY NJ
- Delivery Date : 11/19
- Delivery Time : 09:55
- Signed For By : A.HARRIS
- Status Exception : Incorrect recipient address
- Scan Activity :
  - Delivered EAST HANOVER NJ 11/19 09:55
  - Delivery Exception EAST HANOVER NJ 11/19 09:52
  - Placed on Van EAST HANOVER NJ 11/19 08:43
  - Arrived at FedEx Destination Location EAST HANOVER NJ 11/19 07:37
  - Left FedEx Sort Facility NEWARK NJ 11/18 20:54
  - Left FedEx Origin Location CHEEKTOWAGA NY 11/18 23:42
  - Left FedEx Origin Location CHEEKTOWAGA NY 11/18 20:46
  - Left FedEx Origin Location CHEEKTOWAGA NY 11/18 18:42
  - Picked up CHEEKTOWAGA NY 11/18 18:14

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FedEx Letter Rate not available. Minimum charge: One pound rate.

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☐ FedEx 2Day Freight  
(Second business day)

☐ FedEx Express Saver Freight  
(Up to 3 business days)

(Call for delivery schedule. See back for detailed descriptions of freight services.)

## 5 Packaging

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☐ FedEx Box

☐ FedEx Tube

☐ Other Pkg.

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\*Dangerous Goods cannot be shipped in FedEx packaging.

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☐ Third Party

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☐ Cash/Check

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FedEx Account No. \_\_\_\_\_ Exp. Date \_\_\_\_\_

Credit Card No. \_\_\_\_\_

Total Packages	Total Weight	Total Declared Value*	Total Charges
		\$ .00	\$

\*When declaring a value higher than \$100 per shipment, you pay an additional charge. See SERVICE CONDITIONS, DECLARED VALUE, AND LIMIT OF LIABILITY section for further information.

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## OVERVIEW

I am appealing the funding decision for this Form 471.

## Eligible Products Denied Incorrectly

I believe all of our funding requests were denied in error. Each of the 17 denials lists "30% or more of this FRN includes a request for Y2K & Cisco 2500 series routers which is an ineligible product(s)/service(s) based on program rules." This is incorrect!

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E

UNIVERSAL SERVICE  
ADMINISTRATIVE CO.

APR 28 200

## SCHOOLS AND LIBRARIES DIVISION

DEPUTY DIRECTOR.

**Box 125 – Correspondence Unit  
100 South Jefferson Road  
Whippany, New Jersey 07981**

### **Administrator's Decision on Appeal - Funding Year 1999-2000**

April 25, 2000

**Shirley P. Whelan  
Buffalo and Erie County Public Library  
1 Lafayette Square  
Buffalo, NY 14203-1887**

Re: Billed Entity Number: 124851  
Application Number: 137691  
Funding Request Number(s): 209823, 209825, 209829, 209833, 209854, 209858,  
209860, 209864, 209960, 209962, 209963, 209965,  
209968, 209971, 209974, 209976, 209980  
Your Correspondence Dated: 11/18/99

After thorough review and investigation of your appeal, the Schools and Libraries Division (SLD) of the Universal Service Administrative Company has resolved your appeal seeking approval of additional discounts for the second program year. This letter addresses our decision concerning each Funding Request Number that was included in your letter of appeal for the Application Number cited above. If your letter of appeal addressed more than one Application Number, a separate letter will be issued to inform you of our decision on the appeal of each Application Number.

**Funding Request Numbers:** 209823, 209825, 209829, 209833, 209854, 209858,  
209860, 209864, 209960, 209962, 209963, 209965,  
209968, 209971, 209974, 209976, 209980

**Decision on Appeal:** Denied in full  
**Denial Reason(s):**

- Based on the documentation submitted by the applicant, the services requested are for the maintenance and memory upgrades of Cisco 2500 Series routers, which are remote access routers. Since remote access routers are ineligible products per program rules, maintenance and memory upgrades associated with these routers are also ineligible.

If you feel further examination of your application is in order, you may file an appeal with the Federal Communications Commission, Office of the Secretary, 445 12<sup>TH</sup> Street, SW, Room TW-A325, Washington, DC 20554. Before preparing and submitting your appeal, please be sure to review the FCC rules concerning the filing of an appeal of an Administrator's Decision, which are posted to the SLD Web Site at <[www.sl.universalservice.org](http://www.sl.universalservice.org)>. You must file your appeal with the FCC no later than 30 days from the date of the issuance of this letter, in order for your appeal to be timely filed.

You should now move ahead, if you haven't already done so, with your Form 486 and related post-commitment arrangements for services for which funds have been committed and services have begun to flow. We thank you for your continued support, patience, and cooperation during the appeal process.

Schools and Libraries Division  
Universal Service Administrative Company